

About ORCA

What is ORCA?

ORCA is “One Regional Card for All,” a reloadable smart card that holds fares for public transportation in the four-county central Puget Sound region. It’s good on buses, trains, streetcars and ferries operated by seven transit agencies. An ORCA card can be loaded with passes and “E-purse”, a pre-paid value that may be used to pay a fare or portion of a fare. Learn more at orcacard.com.

Regional Day Pass Pilot

What is the pilot project?

A day pass is new for this region. The pilot project will test a regional day pass valid throughout the four-county region. The test period for purchasing the pass is April through September 2014. During this period, the pass will be marketed mainly through hotels and convention organizers for their clients, but the pass is available to anyone who has a standard, adult ORCA card.

Services covered

What services can I ride and where can I go with the day pass?

The day pass is valid on regularly scheduled bus, train, streetcar, foot ferry and water taxi services in and around Seattle, Everett, Tacoma, Bellevue, Redmond, Bainbridge Island, Bremerton and other communities near those cities. Those places include countless popular destinations for business and vacation visitors as well as the most common arrival gateways, such as Sea-Tac Airport, ferry terminals, Victoria Clipper, several Amtrak stations and interstate bus stations.

The pass works on services of the following transit agencies: Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit (bus, Bremerton Foot Ferry), Pierce Transit, Sound Transit (bus, Link, Sounder), Seattle Streetcar and King County Water Taxi.

The day pass is not valid on Washington State Ferries, but E-purse can be added to the same ORCA card to cover fares on the state ferries.

Does it pay for all routes of those services?

The day pass will fully pay for any ride that costs \$4 or less. A few longer routes cost more than \$4. You can pay for the amount over \$4 with E-purse added in advance to your ORCA card or with cash on the bus.

Is the Monorail, Amtrak or BoltBus included?

No, ORCA covers only the publicly-operated local and regional transit systems.

Does the pass cover other attractions, like museums or tourist sights?

No, the ORCA card works only on public transportation.

Is the day pass accepted on Access or other services for people with disabilities?

No.

The cost of the pass

How much does the day pass cost?

The pass costs \$9 for the day and fully covers any service with a one-way fare of \$4 or less. If a trip costs more than \$4, you can pay the difference with E-purse added to the card, or with cash on a bus.

Do I have to use an ORCA card?

The day pass is available only on an ORCA card. Ask your hotel or convention organizer if ORCA is part of your visitor package. If purchased on your own, a new ORCA card has a one-time \$5 card fee, but it can be reloaded again and again.

If I want to pay for kids, seniors or someone with a disability, what should I do?

Youth ages 6-18 can pay the discounted youth fare with cash on the bus or by purchasing a youth ticket for a train or ferry. Kids under 6 ride free. Seniors 65 and over and people with disabilities need a Regional Reduced Fare Permit (RRFP) to pay their reduced fare. If you live in this region or visit often, apply for a youth ORCA card or the RRFP ORCA card. Call ORCA or visit a transit agency customer service office, provide proof of age (youth or seniors) or disability such as a valid Medicare card.

Unlimited rides

What is a “day” for the day pass?

Once tapped at an ORCA card reader (on the bus or at a transit station), the day pass is valid for the service day that begins at 3 a.m. and ends at 2:59 a.m. the next day. If you first tap your ORCA card and activate the day pass at 9 a.m., it will expire at 3 a.m. the following morning.

How many times can I ride in a day with the pass?

The pass is good for an unlimited number of trips in a service day at fares up to \$4 per trip.

Who should use?

Can anyone get a day pass?

Yes, anyone can add a day pass to an adult ORCA card at any sales location, including retailers, ticket vending machines, customer service offices, or at orcacard.com. There is no need to use the day pass if you have a current monthly pass on an ORCA card.

I don't live in your area (or I'm not familiar with riding transit in the area). How can I decide if the day pass is right for me?

A day pass makes riding easy! You don't have to think about fares for most of the places you're likely to go on transit.

For comparison, most adult fares are \$2.25 - \$3.00, depending on where and when you're traveling. If you take three or four separate trips in a day, the pass will pay for itself. Note that you cannot set the start date of the pass. A day pass becomes active as soon as you tap the card, so wait until you're going to use the pass to add it to your card. For days when you won't take as many trips, load an ORCA card with E-purse to pay as you ride. All ORCA cards give credit for transfers within two hours between all buses and from buses to trains in our multi-system region. You can check fares for your expected trips by clicking on the Trip Planner at orcacard.com.

Do I have to use an ORCA card to ride transit?

No, but it has many advantages. It makes boarding quick and easy – no fumbling for exact fare - and it includes a built-in transfer within 2 hours to other buses and trains. Ask your hotel or conference organizer if ORCA is part of your visitor package, otherwise buy an adult ORCA card (\$5 card fee) in person at all train stations, some transit centers, many neighborhood grocery stores, or transit agency customer service offices. For exact locations, or to order an adult ORCA card online in advance, go to orcacard.com

Is a day pass useful if I already have an ORCA card?

If you usually pay your fares with E-purse on your standard adult ORCA card, you might find the day pass useful on days when you expect to take more than \$9 worth of trips. In that case, wait until the day you're going to use the pass to purchase it, because the ORCA reader will start your day pass the first time the card is tapped. If you have an ORCA card with a monthly pass, there is no need to get a day pass. Your fares are covered for the calendar month, and you can't pay for someone else with a day pass on your card.

Do you have a day pass for seniors, kids, or people with disabilities?

For this limited pilot, the regional day pass being tested is for full adult fares only. Once we evaluate the pilot, if the day pass is adopted, a reduced fare version will be available for eligible customers.

Getting the day pass

How do I get a day pass?

Ask your hotel or conference organizer if they are participating in the Visitor Day Pass pilot project. If not (or if you're not a visitor), call 888-988-6722 or visit orcacard.com for a complete list of retailers, ticket vending machines, and customer service offices.

How can a business buy ORCA cards with day passes?

Call ORCA at 888-988-6722 to request information about the visitor pass pilot, targeted to the tour and travel industry. A business account representative will contact you.

Using the ORCA card

How do I use the card?

ORCA readers are on buses and on station platforms. Just "tap" the card on the reader as you board the bus or before you get on the train. If you're riding a train, tap again on the platform reader when you get off. For the foot ferry or water taxi, be ready to show and tap your card on request.

Can I pay for more than one person with a day pass if the total fare equals less than the face value (such as pay for two \$2 fares since the face value of the pass is \$4)?

No. A day pass is for only one customer's fare per trip, per day.

Can I use multiple day passes on a single card to pay for more than one person?

No, a day pass is only valid for one customer's fare per ride. You may, however, pay for a companion's fare if you have added E-purse to your ORCA card. On the bus, first tell the driver you want to pay a companion fare before you tap. For the train, use E-purse to purchase a train ticket for your companion from the ticket vending machine.

If I have both E-purse and a day pass on my ORCA card can I save the day pass for a day when I plan to take a lot of trips?

Unfortunately, this will not work the way you describe. The ORCA system always applies a pass first if it's valid for the time period. A day pass will be started the first time you tap your card. Your E-purse will be used only if: 1) you need to pay the remaining balance when the fare exceeds the per trip value of a pass, or 2) you've told the bus driver you need to pay a companion fare.

If I tap my card on the bus and then ask the driver to immediately reverse the transaction, will the day pass still be valid for a different day?

No. Once you tap, the day pass is activated and cannot be reversed.

What happens if I don't use one or all of the day passes on the card? Do they expire? Can I get a refund?

The ORCA card itself can be reloaded indefinitely. However any unused day passes on the card will expire as follows:

- If you receive a card with a day pass from your hotel or conference, the day pass originally purchased by that business will become inactive after September 30, 2014, the end of our test period.
- If you added more day passes by going to a regular public ORCA revalue location (ticket vending machine, retailer, customer service office, online), those unused day passes expire one year from their purchase date, even past the test period.

There are no refunds on day passes. If you add the day pass to a registered ORCA card and your card is lost or stolen, the day pass will transfer onto a replacement card, with an expiration date based on the original day pass purchase. Administrative fees apply.

Adding more fare

Where and how do I add value?

In person at all train stations, some transit centers, many neighborhood grocery stores, or transit agency customer service offices. For exact locations, or to order online, go to orcacard.com.

Can I load more than one day pass at a time?

Yes. An ORCA card can store up to 12 passes at a time, as well as E-purse value. The ORCA card is reusable and E-purse does not expire. Any unused day passes you added will expire one year from the date of purchase. Some restrictions may apply if an employer or college provided your ORCA card so confirm with that organization.

I have a friend coming to town. Can I add a day pass to my ORCA card that already has a monthly pass then use the day pass to pay for their trip along with my own?

No. You would need to use either E-purse on your card to pay a companion fare, or get a separate card for your visitor. Before using the E-purse as a companion fare, tell the bus driver who will set the card reader to accept your payment correctly. On the train you can use E-purse to pay for a separate train ticket.

Can I set up Autoload for a day pass?

No.

What do I do with the card at the end of my trip?

You're welcome to keep it for your next visit. Just add value when you arrive next time or register the card and add value online at orcacard.com. If you don't wish to keep the card, return it to your hotel or give it to someone who lives here and doesn't have one. And please take our survey about the day pass pilot project at orcacard.com.

More information

How do I get more information?

Call: 888-988-6722 / TTY Relay: 711, 8 a.m. to 5 p.m. Monday - Friday

Email: contactus@orcacard.com

Web: orcacard.com